

Property Maintenance Open Cases Codes & Regulations

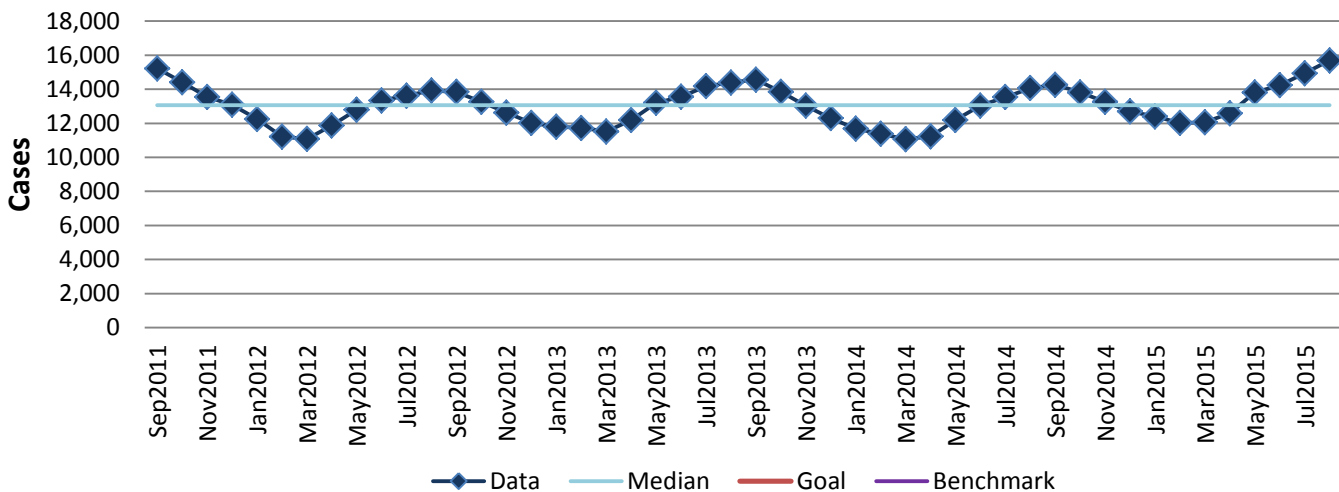


KPI Owner: Robert Kirchdorfer

Process: Property Maintenance

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: CY12, 151,862 cases Goal: TBD Benchmark: TBD		Data Source: Hansen Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: The number of property maintenance cases that remain open (violation not resolved) at the end of each month Why Measure: Enforcement helps support community health and safety Next Improvement Step: Generate potential solutions. Currently finishing the Analyze Phase in the Property Maintenance Six Sigma Project.		
How Are We Doing?					
Sep2014-Aug2015 12 Month Goal	Sep2014-Aug2015 12 Month Actual		Aug2015 Goal	Aug2015 Actual	
TBD	161,785		TBD	15,688	
Cases	Cases		Cases	Cases	

Property Maintenance Open Cases



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.